



# ZATCA Strategy 2021

Summary of the strategy



To protect the kingdom and be a universal model in running Zakat, Taxes and Custom facilitating trade effectively and transparency with customers

**Strategic Objectives**

**Support economic development and Facilitate trade**

Contribution in social and economic development in a wider range through enhancing the cooperation with local and national system.

**Enforce national security**

Protection of society and the national economy from terrorism, counterfeit goods, and unfair economic practices by supporting national security services in implementing policies.

**Build an effective & efficient organization**

Creation of an effective Authority that has strong governance and enables the employees to develop in an attractive work environment.

**Maximize compliance**

Ensuring the highest level of compliance and commitment throughout the whole customer journey.

**Enhance business experience**

Ensuring a good experience to all customer level journey, in which it strongly corresponds to the KSA's image as a perfect place to practice businesses.

**Strategic Enablers**

**Infrastructure and facilities development**

Improving the customs facilities in corporation with relevant competent authorities and ensuring to high-quality services.

**Zakat, tax & duties certainty and transparency**

Zakat, tax & duties certainty and transparency

**Digitization & innovation**

Digitalization and automation of services and procedures and fostering a culture of innovation.

**Data & analytics**

Using data to make decisions

**Operational excellence & spending efficiency**

Enhancing the internal performing through operations governance and improving highly flexible procedures in order to make efficient decisions.

**People development**

Transforming the human resources capabilities and experiences into highly skilled talents.

**Integration & cooperation with partners**

Working in a cooperative and integrated system locally and internationally.

## One Team



Create a work environment that relies on cooperation and one team spirit by working together toward a common goal.

## Excellence



All employees are dedicated to the highest standards in delivering quality services to support the achievement of development goals.

## Integrity



All employees seek to be fair and balanced with all parties concerned.

## Transparency



Build a culture of clarity, openness, and credibility to be a highly reliable and transparent entity.

## Proficiency



Perform duties in a way that demonstrates efficiency, and speed of response maintaining the confidentiality of information.



**Thank you**